



TELEPHONE TROUBLESHOOTING GUIDE

If you can make calls but not receive incoming calls you should perform the following actions:

1. **Ensure that the number you are calling from is actually what you think it is.** It is possible that the number could have been changed in error or for some other reason.
 - ✓ To check the number you are calling from dial 0 and ask the operator what number you are speaking to them on.
2. **Ensure that the telephone is not diverted.** If it is diverted you will hear a broken ring tone when you lift the receiver.
 - ✓ If the telephone is diverted dial ##9 to remove the divert.
3. **Ensure that the telephone is not on “Do Not Disturb” (DND).** If it is on DND you will hear a broken ring tone when you lift the receiver.
 - ✓ If the telephone is on DND dial ##5 to remove the DND.
4. **Check that the ringer has not been turned off.** On the standard issue Interquartz phone the switch for the ringer can be found on the top end near where the speaker sits when the handset is hung up.
 - ✓ This small black switch can be set to off, normal or loud.
5. If you are still not receiving incoming calls then you should **contact the C&IT Support Desk** by email or by calling ext. 3000

If you can receive incoming calls but you cannot make calls you should perform the following actions:

1. **Ensure that the handset is set to tone dialling rather than pulse dialling.** The switch to control this is right next to the one for the ringer.
 - ✓ Make sure that the switch is set to the position marked T rather than the position marked P.
2. If you are still unable to make calls then please **contact the C&IT Support Desk** by email or by calling ext. 3000.

If the Recall feature doesn't work and you cannot transfer calls:

Contact the C&IT Support Desk by email or by calling ext. 3000.

If you cannot make or receive calls:

Contact the C&IT Support Desk by email or by calling ext. 3000.